

Appln. No. 09/991,096
Amendment dated May 2, 2005
Reply to Office Action mailed January 31, 2005

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims (deleted text being struck through and added text being underlined):

1 1. (Currently Amended) A system for remotely determining a
2 user's out-of-box experience, comprising:
3 a user information handling system capable of detecting and
4 uploading data related to the user's ~~out-of-box~~ interaction with the user
5 information handling system during an initial setup of the user
6 information handling system;
7 a network suitable for communicating uploaded data, wherein the
8 network is connected to the user information handling system; and
9 a remote information handling system connected to the network,
10 wherein the remote information handling system is suitable for receiving
11 uploaded data from the user information handling system.

1 2. (Original) The system of claim 1, wherein the user information
2 handling system is capable of automatically uploading user interaction
3 data.

1 3. (Original) The system of claim 1, wherein the user information
2 handling system is capable of offering an opportunity to upload user
3 interaction data.

1 4. (Original) The system of claim 1, wherein the remote
2 information handling system a capable of correlating the uploaded data
3 with the user information handling system's pre-loaded configuration,

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1 5. (Currently Amended) The system of claim [[[1]]] 10, wherein
2 user interaction data is at least one of an occurrence of an event, a time
3 interval between events, a user input "HELP" button utilization, a time
4 period to load a program, an accessed program's name, an installation of a
5 driver, a screen capture, a time period a dialog box is open.

1 6. (Original) The system of claim 1, wherein the user information
2 handling system detects user interaction data as a background application.

1 7. (Currently Amended) The system of claim [[[1]]] 10, wherein
2 the user's interactions are detected for at least one of an initial boot-up, a
3 specific number of boot operations, a time period, and after a program has
4 been started a specific number of times.

1 8. (Currently Amended) The system of claim 1, wherein the
2 network is ~~the~~ an INTERNET.

1 9. (Original) The system of claim 1, wherein the user information
2 handling system is capable of surveying the user.

1 10. (Original) A system for remotely determining a user's out-of-
2 box experience, comprising:
3 a user information handling system capable of detecting and
4 uploading data related to the user's out-of-box interaction with the user
5 information handling system during initialization;
6 a network suitable for communicating uploaded data, wherein the
7 network is connected to the user information handling system; and
8 a remote information handling system connected to the network,
9 wherein the remote information handling system is suitable for receiving
10 the unloaded data from the information handling system.

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1 11. (Currently Amended) The system of claim [[[1]]] 10, wherein
2 the network is ~~the~~ an INTERNET.

1 12. (Original) A method for remotely determining a user's out-of-
2 box experience with a user information handling system, comprising:
3 providing the user information handling system with the capability
4 of detecting data related to the user's interactions with the user
5 information handling system;
6 initializing the user information handling system including user
7 interaction detecting capability, by the user;
8 detecting data related to the user's interactions with the information
9 handling system during initialization;
10 compiling the detected user interaction data;
11 uploading the user interaction data to a network;
12 communicating user interaction data to a remote information
13 handling system.

1 13. (Original) The method of claim 12, further comprising offering
2 an incentive to upload user interaction data.

1 14. (Original) The method of claim 12, wherein uploading user
2 interaction data is conducted automatically.

1 15. (Original) The method of claim 12, wherein uploading user
2 interaction data is initiated by the user.

1 16. (Original) The method of claim 12, wherein detecting the
2 user's interactions with the information handling system is conducted as a
3 background operation.

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1 17. (Original) The method of claim 12, wherein uploading
2 compiled user interaction data is conducted after at least one of an initial
3 boot-up, after a specific number of boot operations, and a time period.

1 18. (Original) The method of claim 12, further comprising
2 surveying the user about information regarding at least one of
3 demographic data and user opinion.

1 19. (Original) The method of claim 18, further comprising
2 correlating survey information with user interaction data.

1 20. (Original) A method, comprising:
2 detecting an initialization of a user when the user sets up a user
3 information handling system;
4 saving the initialization activity detected in said detecting step to a
5 file;
6 uploading the file to an originator of the user information handling
7 system wherein the initialization activity of the user is correlated by the
8 originator.

1 21. (Original) A method as claimed in claim 20, further comprising
2 the step of correlating the initialization activity of the user, determining
3 whether a change in the initialization is needed, and, in the event a
4 change is needed, modifying an initialization process for new information
5 handling systems in response to the analyzed initialization activity of the
6 user.

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1 22. (Original) A software system for remotely detecting a user's
2 out-of-box experience, comprising:
3 a computer-readable medium containing;
4 a first software program capable of causing a user information
5 handling system to perform a function; and
6 a second software program capable of causing the user
7 information handling system to detect and compile the user's initial
8 interactions with the information handling system performing the
9 first software program;
10 wherein the second software program is a background
11 application; and
12 wherein the second software program is capable of causing the
13 user information handling system to upload the compiled data to a
14 remote information handling system.

1 23. (Original) An apparatus, comprising:
2 means for detecting an initialization activity of a user when the user
3 initializes an information handling system;
4 means for saving the initialization activity detected by said
5 monitoring means to a file; and
6 means for uploading the file to an originator of the user information
7 handling system wherein the initialization activity of the user is
8 correlated by the originator.

1 24. (Original) An apparatus as claimed in claim 23 wherein the
2 originator correlates the initialization activity of the user so that a future
3 system can be configured in response to the correlated initialization
4 activity of the user.

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1 25. (New) The system of claim 1, wherein the initial setup of the
2 user information handling system comprises an initial boot-up of the user
3 information handling system and establishing the user information handling
4 system into an operating state by the user.

1 26. (New) The system of claim 1, wherein the initial setup of the
2 user information handling system is limited to an initial boot-up of the user
3 information handling system and establishing the user information handling
4 system into an operating state by the user.

1 27. (New) The system of claim 1, wherein the data related to the
2 user's interaction includes a screen capture.

1 28. (New) The system of claim 1, wherein the data related to the
2 user's interaction comprises data about a time period that a dialog box is
3 open during the initial setup of the user information handling system.

1 29. (New) The system of claim 1, wherein the data related to the
2 user's interaction comprises data about a time period between two
3 designated events during the initial setup of the user information handling
4 system.

1 30. (New) The system of claim 1, wherein the data related to the
2 user's interaction comprises data about a utilization of a "HELP" button
3 during the initial setup of the user information handling system.

1 31. (New) The system of claim 1, wherein the data related to the
2 user's interaction comprises data about an error message displayed during
3 the initial setup of the user information handling system.

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1 32. (New) The method of claim 12, wherein initializing the user
2 information handling system comprises making changes to the user
3 information handling system to conform to the user's specifications.

1 33. (New) The method of claim 12, wherein the step of uploading the
2 user interaction data to the network is initiated after a specific number of
3 boot operations after an initial boot operation on the user information
4 handling system.

1 34. (New) The method of claim 12, wherein the step of uploading the
2 user interaction data to the network is initiated after a predetermined time
3 period after an initial boot operation on the user information handling
4 system.